



# Patient evaluation of an Adult Home Enteral Nutrition Service in a North Dublin area



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## Introduction

Home Enteral Nutrition (HEN) supports adults following hospital discharge by enabling the delivery of tube feeding at home. Ongoing dietetic support plays a key role in nutritional management, tube, stoma care, and patient confidence. Evaluation of client experience is an important element of the service's development<sup>1</sup>

## Aim

To obtain client feedback, and to assess the feasibility of using an online questionnaire alongside a telephone questionnaire to increase accessibility and participation rates, and to identify opportunities for service development based on participant's responses.

## Methods

### Study design & Study Population:

- Service evaluation of adults receiving the HEN Service in North Dublin.
- Eligible participants were adults living at home and active on the dietetic caseload.
- Responses could be completed directly by clients or by carers.
- 40 participants completed the evaluation.

### Data Collection

- Eligible participants were informed in advance by letter.
- A questionnaire was administered mainly by telephone.
- An online option was also available to improve accessibility.
- Up to three contact attempts were made.

### Statistical Analysis:

- Responses were anonymised before analysis.
- Data analysed in Excel
- Descriptive analysis was used to summarise response patterns, satisfaction levels, and service improvement suggestions.

## Results

### Participants

- 40 out of 47 potential participants completed the survey ( 24 clients, 16 carers), 85% response rate.
- Average age of patients was 62 (18-81 years)

### Confidence in self-managing tube feeding

- All participants selected home setting as preferred location to have consultations
- 100% happy with frequency of consultations
- 100% of participants were happy to have feeding tube replaced at home by the Community Dietitian

### Education on tube feeding at home/peer support interest

- 55% of participants said they would benefit from further education/training in written or video format
- 40% said they would be interested in attending a peer support group.

Method of Response (Online vs Telephone Survey)

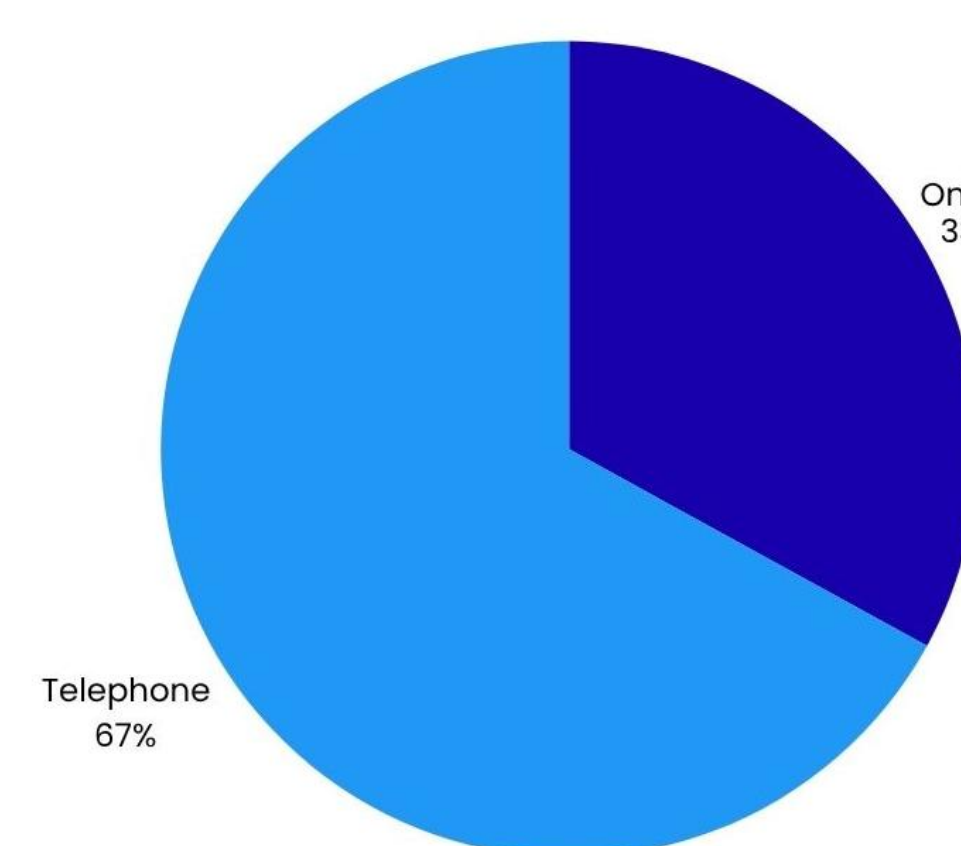


Figure 1. This pie chart illustrates the distribution of survey response methods, showing the proportion completed online (33%) and by telephone (67%) (n = 40).

Who Completed the Survey (Client vs Carer)

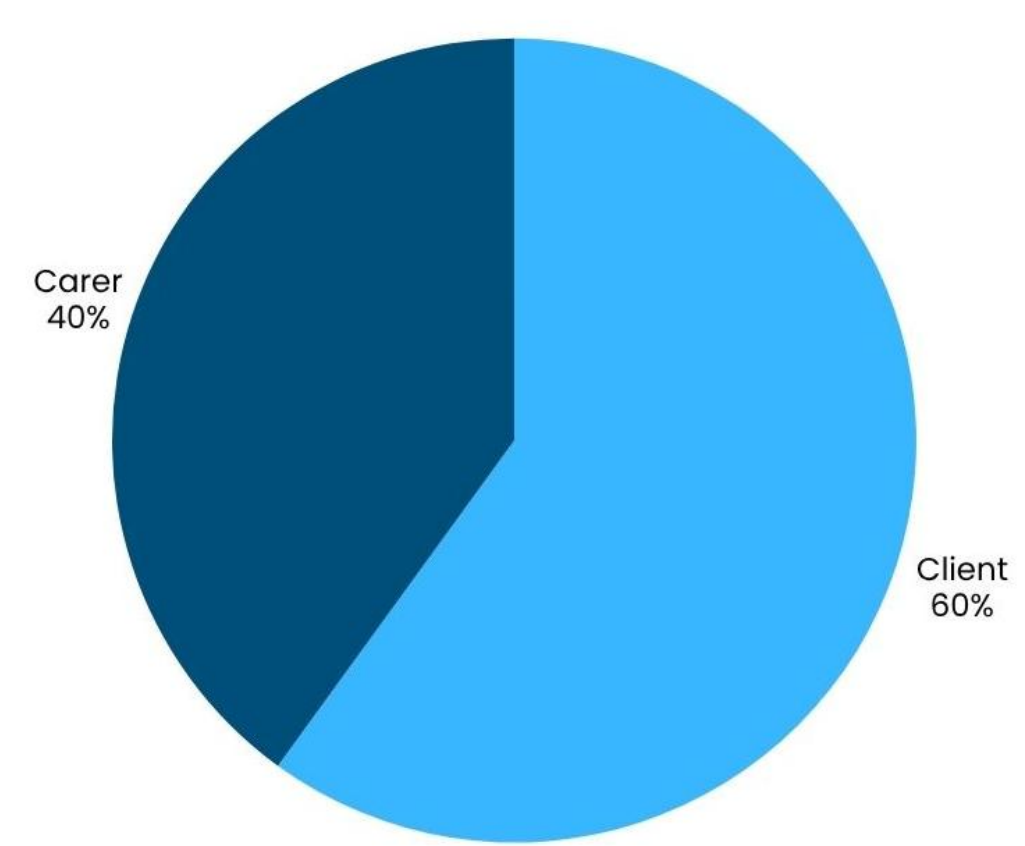


Figure 2. This pie chart demonstrates the distribution of survey respondents, with 60% completed directly by clients and 40% by carers (n = 40), indicating that the majority of responses reflect first-hand patient experience.

Patient Satisfaction Ratings for the HEN Service



Figure 3. This bar graph illustrates patient satisfaction ratings for the HEN service. The majority of respondents rated the service as excellent (92%), with a small proportion rating it as very good (8%), indicating a high level of overall patient satisfaction (n = 40).

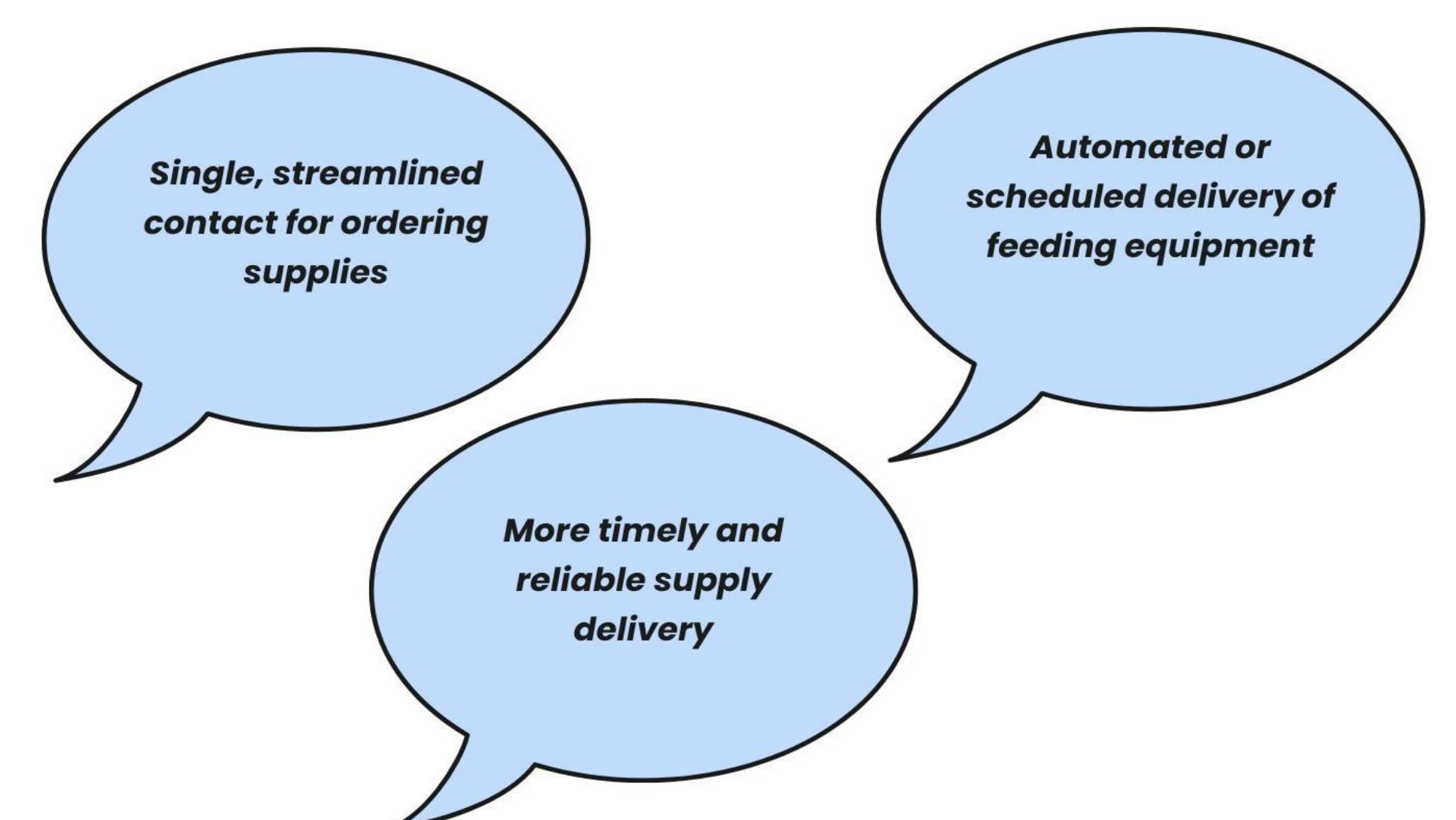


Figure 4. Client suggestions for service improvement

## Conclusions

- High engagement was achieved, with an 85% response rate, indicating strong client willingness to participate in service evaluation.
- The inclusion of an online questionnaire improved accessibility and was utilised by one-third of respondents, supporting its feasibility alongside telephone methods.
- The majority of responses were provided directly by clients (60%), offering valuable first-hand insight into the lived experience of individuals receiving HEN.
- Findings demonstrate high levels of patient satisfaction with dietetic support and strong confidence in managing HEN at home.
- Overall, results highlight the effectiveness of the current service while identifying targeted opportunities for service development.

## Recommendations

- **Introduce a streamlined ordering system**, with a single point of contact for HEN supplies.
- **Implement scheduled or automated delivery of feeding equipment** to improve reliability and reduce delays.
- **Enhance dietetic HEN resources**; to ensure a continued high level of patient satisfaction with increasing gastrostomy replacement numbers at home and to reduce reliance on acute hospital services<sup>2</sup>
- **Continue offering flexible survey methods (telephone and online)** to maximise accessibility and engagement in future evaluations.

## References

1. Kurien M, White S, Simpson G. Managing patients with gastrostomy tubes in the community: Can a dedicated enteral feed dietetic service reduce hospital admissions? Eur J Clin Nutr. 2012; 66: 757-760.
2. Gerlitz H, MacDermott S, Bland J, O'Riordan T: Trends in feeding tubes in a North Dublin Home Enteral Nutrition Service. IRSPEN Annual Conference 2025